# **Exhibit E**

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# **Denver Hot Shot Books - Details**

Storefront: www.amazon.com/shops/denverhotshotbooks

- About
- Shipping Rates & Delivery Estimates
- Privacy & Security
- · Returns and Refunds

For questions regarding products, order delivery, or returns, please contact <u>Denver Hot Shot Books</u> Customer Service:

To initiate a return, please visit <u>Amazon's Online</u>
<u>Return Center</u> to request a return authorization from the seller.

For questions about a charge that has been made to your credit card, please <u>contact Amazon</u>. For questions about how to place an order, <u>search</u> Amazon Help.

#### **About Denver Hot Shot Books**

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Denver Hot Shot Books is committed to providing each customer with the highest standard of customer service.

## **Shipping Rates & Delivery Estimates**

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When you purchase a new, refurbished, used, or collectible item from a seller at Amazon Marketplace, you pay immediately, online. Included in your payment is a pre-calculated fee for shipping.

## **Marketplace Shipping Times**

Most sellers agree to ship within 2 business days of your purchase. Expected transit times for each shipping method are listed below unless otherwise noted in the seller's policies.

- **Domestic Standard:** 3 5 or 4 14 business days after shipment, depending on the seller's settings
- Domestic Expedited: 1 3 or 2 6 business days after shipment, depending on the seller's settings
- Domestic Two-Day: 2 business days after shipment
- Domestic One-Day: 1 business day after shipment

Domestic

- International Standard: 3 6 weeks (may take longer due to customs delays)
- International Expedited: 3 7 business days (may take longer due to customs delays)

Seller shipping times are not guaranteed and the actual performance varies by seller.

Should you have any questions about your shipment, please contact the seller directly.

#### **Seller Shipping Rates**

Your shipping fees when buying items from a seller on Amazon.com depend on the type of product you purchase.

Rates are based on shipping a single item. Purchasing multiple items from a seller may result in multiple shipping charges.

For buyers within the United States, shipping charges and options vary according to the product being purchased, and are listed in the chart below unless otherwise noted in the seller's policies.

	Standard* (4 - 14 business days**)	Expedited* (2 - 6 business days**)	Domestic Two-Day (2 business days)	Domestic One-Day (1 business day)	
Books	\$3.99	\$6.99	\$14.95	\$19.99	
CDs, Cassettes, Vinyl	\$3.99	\$6.19	\$14.95	\$19.99	
VHS Videotapes	\$3.99	\$6.19	\$14.95	\$19.99	
DVDs	\$3.99	\$6.19	\$14.95	\$19.99	
Video Games	\$3.99	\$6.99	Not available	Not available	
Software & Computer Games	\$3.99	\$6.99	Not available	Not available	
Camera & Photo	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available	
Tools & Hardware	\$4.49 +	\$6.49 + \$0.99/lb.	Not available	Not available	

#### Recent Feedback: \*\*\*

4.8 stars over the past 12 months (122 ratings)

#### Previous Page | Next Page

5/5: "Worth the price, arrived on time, arrived as intended, met my standard. Was in the condition listed, and what I needed at the time."

hunting4fish, April 5, 2014

5/5: "Fast and easy transaction"

Gabriela, April 2, 2014

**5/5:** "The book arrived before expected and in perfect condition. I would buy again from this seller. Great service! Thank you!"

Angelica Velazquillo, April 1, 2014

5/5: "Great condition and arrived quickly! Will buy again if I ever need another book!"

Samantha Mostafa, March 31, 2014

5/5: "Great transaction"

Tammy M. Buchanan, March 30, 2014

5/5: "Super fast shipping!"

Brian D, March 28, 2014

3/5: "THE SELLER WAS PROMPT WITH
OFFERING ME A REFUND AND THEIR
COMMUNICATION WAS GOOD SO I DID
NOT LEAVE NEGATIVE FEEDBACK. MY
PROBLEM WAS, MY BOOK WAS A
COUNTERFEIT. IT WAS PRINTED AND
SHIPPED FROM MALAYSIA . IT SORT OF
LOOKED LIKE A U.S. EDITION, BUT
CHEAPER, CLEARLY A FAKE. THE
CONTENT WAS THE SAME AND THE BOOK
WAS INEXPENSIVE, SELLER SEEMED FULLY
AWARE AS WELL. INTRO TO QUANTUM
MECHANICS 2ND ED."

P.T., March 25, 2014

5/5: "Very good service and book was as described"

wendy , March 24, 2014

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Kitchen & Housewares	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Computer	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Outdoor Living	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Electronics	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Sports & Outdoors	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Cell Phones & Service	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Musical Instruments	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Office Products	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Toy & Baby	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available
Everything Else	\$4.49 + \$0.50/lb.	\$6.49 + \$0.99/lb.	Not available	Not available

Shipping charges for media products (Books, CD's, DVD and VHS) delivered outside of the United States are listed in the chart below. Shipping charges for non-media products delivered outside the United States are set by the sellers themselves. Please see the rates posted in the seller's shipping policies.

	International Standard (3 - 6 weeks)	International Expedited (3 - 7 business days)
Books	\$16.95 up to 1 lb. \$24.95 over 1 lb.	\$46.50
CDs, Cassettes, Vinyl	\$14.95	\$46.50
VHS Videotapes	\$14.95	\$46.50
DVDs	\$14.95	\$46.50

<sup>\*</sup> Includes APO, FPO, and U.S. Protectorate addresses.

**Note:** Buyers outside the U.S. cannot purchase the following types of items from sellers: video games, toy and baby items, electronics, cameras and photo items, tools and hardware, kitchenware and housewares, sporting goods and outdoor equipment, software, and computers.

#### **Placing Orders from Outside the United States**

Seller orders can only be placed from international locations if the buyer is in a supported country (see the list below). International Standard shipping is the only ship option available for seller orders fulfilled by Amazon.com.

#### **Supported Countries**

Region Key	
Continental US	Continental US states not including Alaska and Hawaii
Alaska and Hawaii	Alaska and Hawaii
US Protectorates	Puerto Rico, U.S. Virgin Islands, U.S. Minor Outlying Islands, Guam, American Samoa and Northern Mariana Islands
APO/FPO	Army Post Office and Fleet Post Office
Canada	Canada
Europe	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Greece, Greenland, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Russia, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, United Kingdom (England, Northern Ireland, Scotland, and Wales)
Asia	China, Hong Kong, India, Israel, Japan, French Polynesia, Marshall Islands, Micronesia, New Caledonia, New Zealand, Palau, Singapore, South Korea
Australia	Australia
Outside US, Eur., CA, Asia	Argentina, Brazil, Costa Rica, Mexico, South Africa

#### **How Our Rates Are Calculated**

Amazon.com charges buyers a flat rate for shipping seller orders, and passes the funds to the seller to offset the costs of packaging and labor, as well as the actual postage required.

The credit given to a seller will usually closely match what the seller pays to ship the item, using the option that you have chosen (i.e. Domestic Standard, Domestic Expedited, etc.).

<sup>\*\*</sup> Some sellers offer reduced transit times when shipping orders. Please see the seller's policies for more information.

# Privacy & Security Case 1:14-cv-03174-DAB-SDA Document 26-5 Topiled 05/23/14 Page 4 of 4

Amazon knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. By visiting Amazon.com, you are accepting the practices described in Amazon.com's Privacy Notice.

In addition, we want you to be aware that Amazon.com will provide Denver Hot Shot Books with information related to your transactions involving their products (including, for example, your name, address, products you purchase, and transaction amount), and that such information will be subject to Denver Hot Shot Books's Privacy Policy.

#### **Privacy Practices**

Denver Hot Shot Books values the privacy of your personal data.

See Amazon.com's Privacy Notice

#### **Returns and Refunds**

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Please refer to the Amazon.com Product Return Policy. Please contact Denver Hot Shot Books to get information about any additional policies that may apply:

#### Contact this seller

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For questions about a charge that has been made to your credit card, please contact Amazon. For questions about how to place an order, search Amazon Help.

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Score deals	Rare Books	Kids' Sports, Outdoor	Actionable Analytics	Groceries & More	Great Local Deals	Business, Industrial	Scalable Cloud
on fashion brands	& Textbooks	& Dance Gear	for the Web	Right To Your Door	in Your City	& Scientific Supplies	Computing Services
Audible	BeautyBar.com	Book Depository	Bookworm.com	Casa.com	CreateSpace	Diapers.com	DPReview
Download	Prestige Beauty	Books With Free	Books For Children	Kitchen, Storage	Indie Print Publishing	Everything	Digital
Audio Books	Delivered	Delivery Worldwide	Of All Ages	& Everything Home	Made Easy	But The Baby	Photography
East Dane	Fabric	IMDb	Junglee.com	Kindle Direct Publishing	Look.com	MYHABIT	Shopbop
Designer Men's	Sewing, Quilting	Movies, TV	Shop Online	Indie Digital Publishing	Kids' Clothing	Private Fashion	Designer
Fashion	& Knitting	& Celebrities	in India	Made Easy	& Shoes	Designer Sales	Fashion Brands
Soap.com	TenMarks.com	Vine.com	Wag.com	Warehouse Deals	Woot!	Yoyo.com	Zappos
Health, Beauty &	Math Activities	Everything	Everything	Open-Box	Discounts and	A Happy Place	Shoes &
Home Essentials	for Kids & Schools	to Live Life Green	For Your Pet	Discounts	Shenanigans	To Shop For Toys	Clothing

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